



DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

“Smart Book”

10 July 2010



Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSP). It is specifically targeted to assist Personal Property Processing and Personal Property Shipping Offices (PPPOs/PPSOs) and TSPs in operating successfully in DPS.

Suggestions for improvements should be emailed to ustc-jpmo-hhgs@ustranscom.mil

This Smart Book is effective from 10 July 2010 until superseded.



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What's New...

New Item.

- Claims information update on page 17.

Previous “What’s New” Items. These were “New” Items in the Version 19 Smart Book.

- **Personally Procured Moves (PPM).** There is a workaround for the “1 Mile” issue on page 22. There is also a Maintenance Release being scheduled to correct the “1 Mile” issue permanently in DPS. No date has been established for that yet.
- **SDDC telephone numbers.** Some SDDC telephone numbers and email addresses have been updated on page 15.
- **Short Fuse shipments.** Please see page 27 for detailed instructions on PPSO processing of Short Fuse shipments.

Previous “What’s New” Items. These were “New” Items in the Version 18 Smart Book.

- **Personally Procured Moves (PPM).** There is a wealth of valuable information for PPPOs and PPSOs starting on page 22 in “Helpful Hints.” Topics covered include; “Trigger Questions,” PPMs to Canadian destinations, PPM with a TDY En Route, and PPM Close outs by Service.
- **Student Travel shipments.** Until further notice all student shipments should be entered in TOPS, not DPS.

Previous “What’s New” Items. These were “New” Items in the Version 17 Smart Book.

- **BLUEBARK shipments.** BLUEBARK shipments now have increased visibility in DPS. The word BLUEBARK is now visible on the shipping documents and DD Form 1299. Additionally, Summary Courts Officers can now coordinate BLUEBARK shipments using DPS.



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- **Excess Costs.** Household goods shipments with the potential for Excess Costs can now be processed in DPS and identified by DPS clerks by selecting an optional check box in “Counseling” when entering the shipment in DPS. Once this potential Excess Cost check box is selected all shipments associated with the Customer’s orders in DPS will be visible in a Potential Excess Cost queue. These shipments can then be examined for possible Excess Costs. This check box only identifies all the customer’s shipments associated with these orders in DPS and displays them in the Excess Costs queue. It does not calculate Excess Costs. It also does not identify shipments potentially eligible for Excess Costs unless the DPS clerk has selected the Excess Cost box.
- **Misconsigned shipments in CONUS.** When a shipment has been misconsigned through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can be moved to the final (and correct destination). See Helpful Hints Section, page 18.
- **Edit Dates.** Storage In Transit (SIT) dates, both In and Out of SIT, can now be edited by PPSOs.
- **Department of State (DOS) Shipments.** As a result of an Inter-Agency Cooperation Initiative between the Department of Defense (DOD), the U.S. Coast Guard (USCG), and the Department of State (DOS), fifteen (15) diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days are authorized shipment of household goods/TDY weight allowance using DOS transportation services. See Helpful Hints, page 18 for details.

Older Previous “What’s New” Items. These were “New” Items in the Version 16 and earlier Smart Books.

- **PPSO Edit Capability.** PPSOs now have some edit capability available in DPS. While not currently complete, the edit capability will increase in future maintenance releases. Below are edit capabilities currently available in DPS.
 - DPS will allow the PPSO Outbound and PPSO Outbound Supervisor to update the following shipment weights after they have been initially submitted regardless



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of shipment status for their GBLOC: Actual Pickup Weight, Tare Weight, Gross Weight, Weight In SIT at Origin, and PBP&E Weight.

- If the Net Weight is updated after the shipment has been delivered, DPS will allow the PPSO Outbound and the PPSO Outbound Supervisor to update the Delivery Weight(s) and validate the updated Delivery Weight(s) against the new Net Weight(s).
- If the new Weight is updated and the shipment is or was in SIT at Origin or SIT at Destination, DPS will allow the PPSO Outbound User, the PPSO Outbound Supervisor, and the PPSO Inbound User to update the Weight(s) in SIT.
- DPS provides PPSO Inbound with the capability to update the following shipment weights after they have been initially submitted regardless of shipment status for their GBLOC: Tare Weight, Gross Weight, Weight released Out of SIT at Destination, Delivery Weight, and PBP&E Weight.
- If the Net Weight is recalculated and the shipment is/was in SIT at Destination, PPSO Outbound, PPSO Outbound Supervisor and PPSO Inbound shall be required to change and/or verify the weight into SIT at Destination.
- DPS provides PPSO Outbound and PPSO Outbound Supervisor with the capability to update the following shipment dates after they have been initially submitted regardless of shipment status for their GLBOC: Actual Pickup Date, Date into SIT at Origin, Date released from SIT at Origin.
- DPS provides the capability to the TSP, PPSO, and SDDC user to enter Past Dates in the Pre-Move Survey.
- DPS will not allow updates (changes) to the Pre-Move Survey once the pickup information has been submitted.
- DPS allows PPSO Outbound and PPSO Outbound Supervisor to Pullback shipments if the shipment has not moved beyond "Pickup" status.
- DPS added a Reason text box that must be completed before the Pullback can be submitted with a maximum size of 250 characters.



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- DPS provides PPSO Quality Assurance with the capability to remove a TSP's Letter of Warning (LOW) and associated inspections.
- DPS provides PPSO Quality Assurance with the capability to select the appropriate TSP and view all LOWs and associated inspections issued to the TSP within their respective AOR.
- DPS provides PPSO Quality Assurance with the capability to withdraw TSP suspensions. DPS shall remove the selected suspension and its associated Letter of Suspension (LOS), the last LOW associated to the suspension, and the last inspection report with violations that were associated to the LOW.
- Upon removal of Suspension DPS shall automatically reinstate the TSP.
- DPS requires the user to enter Remarks indicating the Justification for removing the Suspension.
- DPS will send an email to the TSP with notification of Reinstatement.
- **Alaska.** Shipments to and from Alaska (AK) are operational in DPS. The PPPO counselor must select CONUS for the destination of AK when moving household goods from CONUS. This is a Code D for domestic shipments. AK is not considered an OCONUS area for household goods moving from CONUS.
- **Help Desk Tickets (HDT).** The HDTs are being worked as soon as they are identified and usually a resolution is achieved within three weeks for data fixes. More complex issues requiring a system change are forwarded for evaluation and scheduling in a future system maintenance release.
- **Passwords.** If the password is not received through Move.mil, suggest to customers that they go through the ETA home page at the following Link :
<https://eta.sddc.army.mil/ETASSOPortal/default.aspx> or use
<https://eta.sddc.army.mil/ChangePass/ChangePassword.asp> (link for the password change).
- **DPS Delivery of HHG and/or UB from SIT outside the Original "Region or Rate Area"**



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○ Introduction and Background:

This outlines the DPS definition of a delivery out of SIT for domestic and international shipments and the proper procedure for processing these types of shipments when the delivery out of SIT occurs outside of the original “Region” or “Rate Area” for that Transportation Office (TO). **See Note 1 Below.**

SDDC recognizes DPS limitations for "delivery out of SIT". Currently the system will not allow the TSP to input the "actual delivery address" if it is outside the original "Region" or "Rate Area". SDDC has submitted SCR 5796 which will allow the TSP to select from the 49 states to input the correct “actual delivery address”. Until this SCR is fielded in DPS, the TSP should update the "**Shipment Primary Delivery Address**" to reflect the full delivery address, city, state and zip code. The updating of the address is to inform those who view the record where the shipment actually delivered.

When member is ready to take delivery of their HHGs, they may call the PPSO or TSP. Below are the procedures that capture both scenarios.

- If the TSP is contacted first, the TSP must contact the original inbound PPSO and inform them of the change. If the PPSO is contacted first, the PPSO will inform the TSP.
- PPSO will verify the change is correct, member has a residence, and is ready to take possession of their HHGs when they arrive.
- PPSO notifies the TSP of a delivery out of SIT that will occur outside the “Region or Rate Area” to the new destination. PPSO will also inform the TSP the delivery will be a direct delivery (door to door). **See Note 2 Below.**
- TSP will contact member and schedule a delivery date. **See Note 3 Below.**
- After shipment has been delivered, TSP will bill according to the 400NG Tariff or international tender for services rendered. **See Note 4 Below.**

Note 1: When a shipment has been placed in SIT, PPSO must not “**Divert**” that shipment in DPS. Unless the shipment is changing from domestic to international or vice versa, the shipment is a (long) delivery out of SIT. Diverting a shipment



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DPS Delivery of HHG and/or UB from SIT outside the Original “Region or Rate Area” (continued)

in DPS will require the PPSO to re-award that shipment to the next TSP in the 1st quartile, which most likely will not be the original TSP that serviced the shipment. The TSP's contractual agreement with SDDC and DOD is to pack/pickup and deliver member's personal property to their new assignment, which may change while shipment is in SIT awaiting final delivery.

Note 2: If for some unforeseen reason the shipment must be placed in SIT at the new destination, the TSP will not be able to select a warehouse in DPS for that new Region or Rate Area. Before TSP can select the correct warehouse, TSP would have to open a Service Request with DPS Help Desk Tier 1 and wait for Tier 3 to change the destination GBLOC in the system. **TSP must ensure the DoD approved warehouse they select is programmed in DPS (verify with SDDC website) before placing in SIT.**

Note 3: When TSP contacts member to schedule a delivery date, TSP needs to ask if there are any restrictions with delivering their HHG, such as: apartment complex or housing area cannot accommodate 40ft. truck, etc. If member says yes, TSP must immediately contact the **original** destination PPSO and request the accessorial. The original destination PPSO may contact the PPSO that has that AOR to confirm the service is required before approving the pre-approval.

Note 4: As long as the status of the shipment is not **Divert, Cancelled, Terminated, Pullback, or Re-award**, DPS “will” allow the TSP to bill for the delivery out, even if the delivery was in a different Region or Rate Area.

Point of contact is the Personal Property Operations Team, at sddc.safb.ppops@us.army.mil or COMM: 618-220-5484/5409/5998/5479, DSN: 770-XXXX.



When to Use DPS

1. **Purpose:** To provide guidance on when to use DPS to book shipments.
2. **DPS Will Be Used:**
 - In accordance with (IAW) Branch of Service specific guidance. On 12 May 2010 during a Service Headquarters Representatives voice vote at the Council of Captains and Colonels it (COCC) it was agreed that PPPOs and PPSOs will follow this guidance on the use of DPS as directive in nature and not optional.
 - When the customer is making a normal Permanent Change of Station (PCS) move:
 - CONUS customer desires to make a normal Line Haul Domestic Through Government Bill of Lading (DTGBL) or International Through Government Bill of Lading (ITGBL) move
 - OCONUS customer desires to make a normal ITGBL move
 - When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Branch of Service guidance
 - CONUS Intrastate and Interstate Shipments
 - For all Short Fuse / Short Notice shipments or shipments with a Pick Up date within six (6) government business days of the offering
 - For Evacuation Orders
 - For TDY in conjunction with ship renovation or work (see Workaround, page 25.)
 - For all Personally Procured Move (PPM) shipments.
 - For BLUEBARK shipments
 - For all AAFES, and all Corps of Engineers shipments



When to Use TOPS

1. **Purpose:** To provide guidance on when to use TOPS to book shipments.
2. **TOPS Will Be Used For:**
 - In accordance with (IAW) Branch of Service specific guidance. On 12 May 2010, during a Service Headquarters Representatives voice vote at the Council of Captains and Colonels (COCC), it was agreed that PPPOs and PPSOs will follow this guidance on the use of TOPS as directive in nature and not optional.
 - All Joint or Combined Spouse Move shipments
 - All Volume Moves and Special Solicitations
 - All Non-Temporary Storage (NTS) shipments to include NTS Releases
 - For Student Travel shipments to and from the school and Summer Storage shipments
 - All Direct Procurement Method (DPM) shipments (or local OCONUS procedures).
 - All Local Moves (or IAW local OCONUS Local Move procedures)
 - All One Time Only (OTO) shipments, to include Boat One Time Only (BOTO) shipments, and Mobile Home One Time Only (MOTO) shipments.
 - All Non-Appropriated Fund (NAF) shipments.



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PPSO FAQs

Purpose: To provide useful information to DPS Users. The source of the information in PPSO FAQs is the DPS Help Desk Tier 1.

Question 1: When counseling a member, why do I receive "GBLOC for selected destination and delivery date is not found," (or GBLOC for selected origin and pick-up date is not found)?

Answer 1: Please check the Consignment Guide (PPCIG) to ensure that the city selected is in the geographic area (inbound and/or outbound) for that specific GBLOC.

Question 2: How do I change the code of service on a shipment that has already been routed?

Answer 2: The code of service for shipment that has already been routed cannot be changed. If the shipment has not picked up, cancel shipment and re-book. If shipment has been picked up, submit a Service Request to DPS Help Desk Tier 1, sddc.safb.dpshd@us.army.mil, for a datafix.

Question 3: How do I cancel a shipment that has been routed but has not been awarded to a TSP?

Answer 3: You must have an "Outbound Supervisor" or "Outbound" role to perform this function. Select cancellations/terminations in the Shipment Management module, then enter the GBL number, and click on the cancel shipment link.

Question 4: What should be done if the Line Of Accounting (LOA) information for a civilian cannot be found on the orders?

Answer 4: Please Contact your local Transportation Office for guidance.



Question 5: How do I rescind a Letter of Warning (LOW) that was issued in error?

Answer 5: This is a new Edit capability available to the PPSOs. See “What’s New” above. If the edit capability does not function, please open a service request with DPS Tier 1, sddc.safb.dpsjd@us.army.mil, to have the LOW removed. In a future release of DPS, the PPSO Quality Assurance (QA) Role will be able to rescind both a LOW and suspension under QA Management without requiring a data fix by DPS Tier 3.

Question 6: How do I make a QA Inspection update to shipment?

Answer 6: DPS currently does not allow updates to previous input inspection if the time that the QA wants to input the change is outside the below:

Origin PPSO QA can only input inspections after the premove survey is completed and before the shipment is picked up.

DEST PPSO QA can only input inspections after the shipment is in a delivered/complete status. Once the shipment is in a delivered/completed status they have 15 days to complete the inspection.

Question 7: How do I create a diversion?

Answer 7: When a customer delivers outside of the original state, the PPSO will place the entire address including the city, state, and zip code in the Primary Street address block. The City and State blocks will still reflect incorrectly. The TSP will then select the appropriate 210 Item code from the 400NG to bill for the delivery out of SIT portion.

- PPSO's should only be using the diversion function if the shipment is changing from an OCONUS TO CONUS or vice versa.
- If the customer has received orders changing the destination (example from CA to NV) , the PPSO can terminate the shipment in CA for instance and re-create a new shipment from CA to NV based on the new orders.
- PPSOs should not create a new shipment for a delivery outside of the original state whether the destination Installation is the same or not.



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- If the destination Installation is not the same and the shipment is going into SIT at the new destination, a Service Request will need to be created through the DPS Help Desk Tier 1 or via the <https://www.SDDC-SRCHelpme.com> website and escalated to Tier 3 for the destination GBLOC to be changed so the new responsible destination Inbound can view it in their queue.

Question 8: What if the TSP servicing the diverted shipment does not have rates on file to the new destination?

Answer 8: PPSO should terminate the shipment GBL and rebook the shipment using a different TSP that has rates on file for the new destination.

Question 9: How do I make changes to the Consignment guide?

Answer 9: Only PPCIG Managers can make changes or update the PPCIG for their PPSO.

- Log into DPS and select the Consignment Guide.
 - Click the PPSO/PPPO Info tab, then the Counseling Office sub tab, which will allow you to edit and delete existing Counseling Office Information, as well as add new Counseling Office Information.
 - To edit existing Counseling Office Information, Click the Edit icon to the right of the Counseling Office Name. To delete Counseling Office Information click the Delete icon.
 - To add new Counseling Office Information, enter the Counseling Office Name in the field at the bottom of the screen and click the Add icon (the Edit Counseling Office Information page appears). Next, enter data into the General Info fields, click sign, and click the Submit button.
 - To edit contact information for the counseling office, click the Edit button to the right of the contact information that you want to update (emails, phones, or faxes). The Edit Counseling Office Email, Phone, and Fax Information page appears.



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DPS Points of Contact

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)
502 Ward Drive, Bldg 1930
Scott Air Force Base, Illinois 62225
618-256-6132; DSN 576-6132
2. DPS Help Desk,
Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332
Email: sddc.safb.dpshd@us.army.mil
3. ETA Administration
User ID and Password Issues Email: sddc.safb.etaadminhd@us.army.mil
4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative
 - a. Domestic Rates - 618-220-5256/5454, sddc.safb.ppratesdom@us.army.mil
 - b. Intrastate Rates - 618-220-5453, sddc.safb.intrafile@us.army.mil
 - c. International Rates - 618-220-5408/5774, sddc.safb.ppintlrate@us.army.mil
 - d. One-Time-Only (OTO):
Domestic - 618-220-5256/5454, sddc.safb.ppratesdom@us.army.mil
International - 618-220-5457/5481, sddc.safb.rates@us.army.mil
 - e. DPS Rate Filing Questions: sddc.safb.dpsratefil@us.army.mil
 - f. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153, sddc.safb.ppty@us.army.mil
 - g. Privately Owned Vehicles (POV) - 618-220-5440, sddc.safb.ppty@us.army.mil
 - h. Operations - 618-220-5484, sddc.safb.ppop@us.army.mil
 - i. Quality Assurance - 618-220-5483, sddc.safb.ppperf@us.army.mil
 - j. TSP Qualifications - 618-220-5407, sddc.safb.ppqual@us.army.mil
 - k. Personal Property Consignment Instruction Guide - sddc.safb.ppcig@us.army.mil



DPS Points of Contact (Continued)

5. DPS automatic email responses to DPS users:

Tspquals-admin@dpsmail.csd.disa.mil

Claims-admin@dpsmail.csd.disa.mil

css-admin@dpsmail.csd.disa.mil

TSPQuals@dpsmail.csd.disa.mil

ppcig@dpsmail.csd.disa.mil

rates@dpsmail.csd.disa.mil

dpsadmin@dpsmail.csd.disa.mil

shipmentmanager@dpsmail.csd.disa.mil

approvals@dpsmail.csd.disa.mil

no_reply@dpsmail.csd.disa.mil

tracking@dpsmail.csd.disa.mil

6. US Bank **PowerTrack**: Toll Free 866.561.6930, customer.support@powertrack.com

7. To keep up to date with DPS, go to www.move.mil.



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DPS “Helpful Hints” for Known Problems

The DPS Helpful Hints are provided to facilitate the use of DPS by PPPOs/PPSOs and TSPs until full DPS functionality is achieved. These Helpful Hints are a collection of experiences by the Joint Program Management Office as well as tips from both CONUS and OCONUS PPSOs and PPPOs. Please follow the guidance provided and contact the DPS Help Desk staff to assist as required.

Claims

Customers filing a claim through DPS must enter a dollar amount value for the item claimed. A missing dollar amount for a claimed item will not allow the TSP to begin the negotiation process for that item. Maintenance Release 1.4.04, scheduled for late September 2010, will upgrade the Claims module.

Customer Service

PPPOs should remind outbound customers that there is a 24 hours, 7 days a week Interactive Voice Response (IVR) system available for them to check on the status of their personal property shipments. In order to access the IVR, customers can call 1-800-326-2137. Upon calling into IVR, the customer will be prompted to set a pin number before they can access the information on their shipment. Customers can update the pin in their DPS account at any time in the future.

Direct Procurement Method (DPM) in CONUS

1. Do not hit the "TOPS Confirm" button for a DPM shipment until you have verified that the DPM shipment is on the TOPS Server. The transfer process has been updated. The transfer process now occurs every hour. DPS data should be in the TOPS system for follow on action in less than 90 minutes after the PPSO selects the route queue.
2. By hitting the "TOPS Confirm" button the shipment status in the routing queue will change from "Send to TOPS" to "TOPS Confirm." If that button is hit prematurely it will “flag” that shipment and it will not be sent to TOPS. At that point the DPS Help Desk Tier 1 must be contacted and a service request initiated.



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Department of State (DOS) Shipments

As a result of an Inter-Agency Cooperation Initiative between the Department of Defense (DOD), the U.S. Coast Guard (USCG), and the Department of State (DOS), fifteen (15) diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days, are authorized shipment of household goods/TDY weight allowance using DOS transportation services. These locations are:

1. Bogota, Columbia - ZFDK
2. Caracas, Venezuela - ZKDK
3. Santo Domingo, Dominican Republic - OLDK
4. Kigali, Rwanda - TRDZ
5. Abuja, Nigeria - TJDL
6. Pretoria, South Africa - TQDK
7. Tel Aviv, Israel - SHDK
8. Tashkent, Uzbekistan - SUDZ
9. Amman, Jordan - SQDK
10. Moscow, Russia - STDK
11. Kyiv, Ukraine - VTDK
12. Vienna, Austria - VHDK
13. Jakarta, Indonesia - CDK
14. Beijing, China - QBDK
15. New Delhi, India - SBDK

This pilot test program started on 1 April 2010. Any DOD member receiving orders to the 15 test locations after 1 April 2010, and meeting the requirements identified above, shall participate in the pilot test program. Please ensure the instructions provided in the PPCIG Country Instructions and GBLOC Special Instructions are utilized to coordinate these shipments. All questions regarding this Customer Advisory can be directed to:

U.S. Department of State, Transportation and Travel Management Division
Phone: 1-800-424-2947 or 202-663-0891/0892
Fax: (202) 663-3209
Email: DODPP@state.gov



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Government Bill of Lading (GBL)

TSPs should not print the Bill of Lading (BL) or Government Bill of Lading (GBL) until the day of the negotiated pickup date (or as close to it as possible) to reduce the requests to the supporting PPSO for Correction Notice date changes after the BL or GBL has been printed.

Misconsigned DPS Shipments in CONUS

If a shipment is Misconsigned within CONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can be moved to the final (and correct) destination. First, the shipment should be placed into SIT. Then, once the correct Destination and Delivery Address is known the PPSO should determine if the TSP handling the shipment has Rates on file to that correct Destination. If it does then the complete Delivery Address (to include the City, State, and Zip Code) should be entered into DPS on the Street Address line. The PPSO will not be able to change the State, however, the complete Delivery Address on the Street Address line will enable the TSP to move the shipment to that correct destination and then file their Invoice for the move. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the misconsigned Destination to allow the original TSP to be paid for the move to that location and the shipment must be rebooked in DPS to the correct Destination.

Misconsigned DPS Shipments in OCONUS

If a shipment is Misconsigned OCONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can eventually be moved to the final (and correct) destination and the TSP can be paid for the move. To correct this situation the PPSO must contact the DPS Help Desk Tier 1 and open a Service Request (SR) to have the Destination GBLOC changed in DPS. The shipment should be placed into SIT until the Destination GBLOC is corrected.



Non Temporary Storage (NTS) and Direct Procurement Method (DPM) in CONUS

Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments are not currently operational in DPS. Counseling a NTS or DPM shipment in DPS and its subsequent transfer to TOPS is outlined in the "Counseling User Guide For Transportation Offices and Other Government Agencies" available in DPS under Training, Gov Counseling, My Course Details (Course Launch), Counseling Guide. Counseling NTS shipments is outlined in Section 5, counseling NTS release shipments is outlined in Section 6, and transfer of NTS and DPM shipments to TOPS is outlined in Appendix B.

Instructions for accessing TOPS through DPS is in the DPS User Guide and the TOPS User Guide. The transfer process now occurs every hour. DPS data should be in TOPS within 90 minutes after entry.

Outbound Hints

1. To quickly locate a shipment in DPS:

Go to Shipment Management, Scroll to the bottom of the screen and change the view to "50 shipments." Use the shortcut Ctrl key + F (or menu Edit->Find) to locate a record instead of scrolling down or sorting (cursor must be at top of page). Go to the next screen (next 50 records) and repeat if not found.

2. Outbound Counseling – "Next" button:

Always use the "Next" button located at the bottom of each screen to move forward in DPS. DO NOT hit the "Enter" button on your computer keyboard. This will delete all your data and to continue with the shipment in DPS you will have to reenter the data.

3. Outbound Counseling – Customer Name input, Middle Initial:

When typing in a customer's name DO NOT put a period after the middle initial. If you do, the screen will refresh but will not move forward. It will NOT inform you why.



4. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

- Workaround One.
 - When entering a civilian's shipment on the Rank & Hard Copy Orders page there is a question that asks; "If your orders specify a specific weight allowance, enter it here:"
 - If the customer has a "Restricted Weight" entitlement, the DPS clerk should enter the restricted weight amount in the block provided and ensure that the Unaccompanied Baggage shipment information is entered first.
 - If the civilian is entitled to ship 18,000 pounds the DPS clerk should Leave the Weight Field Blank and continue with the counseling input.
- Workaround Two.
 - If the DPS clerk receives an "Excess Costs" note when entering the civilian's UB shipment, the DPS clerk should reenter the civilian's personal data as if he was a new customer and add a period (.) to the end of the orders number. DPS should recognize this as a different orders number and process the UB shipment without Excess Costs. It should also process correctly through **PowerTrack** for invoicing and payment.

5. Outbound APOE/APOD Selection - Unaccompanied Baggage Code J and Household Goods Code T shipments:

DPS displays all APOE/APODs worldwide on a drop down menu. To determine the correct APOE/APOD, consult the PPCIG for the origin and destination PPSO to see their designated APOE / APOD.

6. Outbound OCONUS Customs Forms. For shipments originating OCONUS destined for CONUS use Form Flow to create the DD Form 1252 and AE Form 30-3B (R) until DPS is revised to create them correctly. Do not use the available and DPS generated DD Form 1252 and AE Form 30-3B (R) for OCONUS outbound shipments. These DPS generated forms are corrupted and are not accepted by US Customs. Shipments with these DPS generated forms will be frustrated at port and incur unnecessary SIT charges.



Personally Procured Moves (PPM)

The PPM module software in DPS is designed with “Trigger Questions” for PPMs.

The below listed “rules of thumb” provide the correct responses for both Incentive Based and the two types of Actual Cost Reimbursement PPMs “Trigger Questions.”

- For **Incentive Based (IB)** PPMs:

The question, “Is Government Transportation Available,” must be answered, “**Yes**.”

The question, “Is a Commercial Company being used,” must be answered, “**No**.”

- For **Actual Cost Reimbursement (ACR)** not to exceed GCC:

The question “Is Government Transportation Available,” must be answered, “**Yes**.”

The question, “Is a Commercial Company being used,” must be answered, “**Yes**.”

- For **Actual Cost Reimbursement (ACR)**:

The question “Is Government Transportation Available,” must be answered, “**No**.”

The question, “Is a Commercial Company being used,” can be answered, “**Yes** or **No**.” *

* The PPPOs/PPSOs processing an Actual Cost Reimbursement PPM should understand that even though the customer might be procuring a commercial company to move their PPM that does not necessarily mean that the question is answered “Yes.”

PPM “1 Mile” Correction Procedures.

To properly calculate the correct mileage in DPS follow the steps listed below:

1. Enter Counseling, and find the shipment.
2. Go to the Pickup and Delivery screen in Counseling
3. Select Delivery Address
4. Click on the Delivery address rolodex icon
5. Click on Add Address and add an Address (it can be the same address)
6. Click in the Select button and click OK
7. DPS should now have calculated the mileage correctly.
8. Click on Next at the bottom of the page to save the information
9. Process the PPM to completion.
10. Once this is completed the system should retrieve the correct mileage.



PPM Common Questions and Answers

1. Can a Mobile home be used as a vehicle to transport a PPM in DPS?

Response – Yes, Mobile homes can be used to transport a PPM shipment.

2. If a customer decides to go to an “other than an authorized destination,” how will that calculate the Excess Cost in DPS?

Response – DPS currently does not calculate Excess Costs to “other than authorized destinations.”

3. How do counselors enter the “other than authorized destination” information?

Response – The counselor will enter the elected destination and NOT the customers authorized destination. The Excess Costs function is scheduled to be operational in DPS with the 1.4.06 Maintenance Release in FY11.

4. If the customer has a Household Goods shipment and then does a PPM do we combine the weights to get the adjusted rate so that the customer doesn’t get overpaid like we currently do in TOPS?

Response – No. When entering the weights in the PPM Closeout you will ONLY enter the weight of the PPM and not the HHGS. Do not combine weights in DPS for PPMs.

5. How do the PPM trigger questions work in DPS?

Response:

Below are trigger questions. Responses determine how DPS calculates PPMs. (Note - If a customer is using a commercial company to move their PPM with an Incentive Move the Answer MUST be “No.”)

- Is Government Transportation available? Yes. Was a Commercial Company used? No. * This is an Incentive Based Move.**
- Is Government Transportation available? Yes. Was a Commercial Company used? Yes. * This is an Actual Cost Reimbursement Not to Exceed Government Constructive Costs Move.**
- Is Government Transportation available? No. Was a Commercial Company used? Yes, or No. * This is an Actual Cost Reimbursement PPM, (Customer will be reimbursed what was actually spent.)**



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6. Have all Service HQs provided DPS PPM guidance?

Response – All of the Service HQs have provided Service specific PPM guidance to their PPPO/PPSO users.

7. When HOR move counseling information is completed and the paperwork is faxed to the origin TO, who processes the Advance Operating Allowance (AoA)?

Response – This depends upon the Service HQs and is part of their service specific instructions. Each Branch of Service (BOS) handles this differently.

8. Line of accounting (LOA) for HHGs is an MDC or TAC for Army but an Army counselor stated they must use the Shipment Accounting Classification (SAC) for PPM and they cannot change the LOA for the PPM move using the same orders.

Response – The MDC can be used for the PPM unless it's local funding for a local PPM. In DPS the MDC and TAC converts using the TGET to the long LOA in the invoicing module.

9. If the customer says “Yes” to an advance then decided not to take it how will they be paid correctly?

Response – Regardless if the customer actually takes the AoA or not the calculations will be the same. If the customer is allowed and says they will take 60% = \$300.64 (example) and they decided not to use it to assist with the move it still calculates for the Government Constructive Cost so the payment will be the same.

10. At the PPM Close out stage does the customer has to sign the Form 2278 after all of the correct costing information has been done during the PPM Closeout and they have already signed the draft copy from counseling?

Responses by Service:

- **US Army.** The Army DFAS Rome does not need the DD Form 2278 signed after the PPM Closeout.
- **US Air Force.** The Air Force payment center Ellsworth, SD needs the DD Form 2278 signed after PPM Closeout and also the TO certification signed block 12 a.
- **US Coast Guard.** The Coast Guard needs the DD Form 2278 signed after the PPM Closeout they require an SF1038 if applicable, a signed 1351-2, PCS Orders, receipts for allowable expensed and weight tickets that need to be mailed to the CG Finance Center for Closeout. (Only CG Finance Centers will close out a PPM for Coast Guard members)



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- **US Marine Corps.** The Marines require a signed DD Form 2278 signed after the PPM Closeout
- **US Navy.** IAW HQs, Department of the Navy guidance.

11. If the customer owes money can you print the Form 2278 with the amount the customer owes so they can take it to finance to pay? If the customer owes money what paperwork does he take to finance to pay?

Response – This is a service specific question meaning that each Branch of Service has different specific guidance that they want their PPPOs and PPSOs to follow.

12. How can I be sure the Government Constructive Cost (GCC) is calculated correctly?

Response – DPS is programmed with algorithms to accurately prepare costs using the BVS TSP methodology and the underlying structure of the 400NG.

13. What if the mileage calculates one (1) mile?

Response – The workaround is to use a different zip code close to the same area or to enter in the name of the town or city.

14. National Guard Line of Accounting (LOA) only works sometimes, what should I do when it doesn't work?

Response – If you are entering a LOA and it doesn't work, first click on the "Over ride" TGET button. If that also doesn't work you should take a screen shot of the problem and write up a detailed explanation of what actions you have taken and exactly what DPS is doing (why it's not working). Then contact the DPS Help Desk and create a Help Desk Ticket so that the issue can be addressed and corrected.

15. If a counselor is creating a Local PPM for the customer where does he find the Local Move Rate and can the customer enter it?

Response – Each PPSO/PPPO has access to their Local Move rate. The Local Move Rate entry is the responsibility of the PPSO/PPPO and the customer does not see that screen.

16. Where do I find the Gross and Tare weights to enter into the PPM Closeout page?

Response – These weights will be taken from the weight tickets the customer turns in.

17. What a customer's boat exceeds 14 feet in their PPM?

Response – This would be considered a Boat One Time Only (BOTO) move which has to be entered into TOPS. One Time Only (OTO) shipments do not currently work in DPS.



PPM Shipments to Canadian Destinations

PPMs to Canadian destinations are special solicitations and are not entered into DPS. DPS cannot currently support PPMs to Canada. There is no workaround at this time.

PPM Shipments With a Temporary Duty (TDY) Assignment En Route

When creating a PPM TDY en route select PCS orders and create the TDY portion first. The system will only give you the TDY weight entitlement, i.e. you enter the TDY information and then enter the PCS information. DPS will not allow the PCS portion due to the TDY weight already being exhausted and if you create the PCS HHG shipment first DPS brings up the correct PCS entitlement but gives you an error when you attempt to create the TDY portion.

Workaround: First, create the PPM TDY en route in DPS selecting PCS orders. When the PPM TDY shipment is submitted then create a “new” shipment for the Non-PPM HHG PCS move. To be successful you must manipulate the PCS Orders Number in DPS by adding a period to the original Orders Number. This will then cause DPS to allow both the PPM TDY and the PCS HHG shipments.

PPM Close Out

When a PPM TDY is entered into DPS the destination GBLOC is where the PPM Close Out will appear in the Inbound users queue. Any Inbound user role regardless of their GBLOC can close out a PPM by searching for the customer and clicking on the PPM Close Out at the bottom of the view/edit screen.

PPPO Outbound Counselor Role

DPS does not provide the PPPO Outbound counselor with visibility on a shipment once the shipment has been counseled and submitted to the PPSO for Routing and Booking. The PPPO Inbound role DOES provide this visibility. Recommend that PPPO Outbound counselors register for the PPPO Inbound role as well as their Outbound role to obtain that necessary shipment visibility.

Quality Assurance (QA) (sub-menu of the Shipment Management module)

1. Shipments will not appear in the Origin Inspections queue until the Transportation Service Provider (TSP) has completed the Pre-Move survey and enters it into DPS and



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the shipment changes to a “Pre-Survey Done” status. Also, shipments will disappear from the “Origin Inspections” queue after they have been entered as “Arrived” at destination by the TSP in DPS, or 15 days after Pickup.

2. Shipments only appear in the Destination Inspections queue when in a “Delivered Complete” status. Then Quality Assurance (QA) Inspectors can enter the DD Form 1780 inspection information. QA Inspectors must use the PPSO Inbound queue and check the “Scheduled Delivery Date” column to plan and schedule their destination inspections.

3. Shipment Inspections. PPSO Quality Assurance (QA) personnel must be careful when entering data into the Remarks section of the Shipment Inspection screen. They must NOT enter favorable information. Entry of any data into the Remarks section can generate a Letter of Warning (LOW). QAs should only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

Short Fuse Shipments:

In DPS when a shipment is offered as a Short Fuse (5 business days or less) the offer goes out to all TSPs in that market along with a DPS generated email. When short fuse shipments are offered the first day isn’t counted. TSPs that have entered blackout dates during this period receive shipment notifications as well. If no TSPs accept the short fuse offer within 24 hours the shipment times out and it reverts to the standard offer queue. It does so to allow the PPSO to contact TSPs manually to identify a TSP willing to accept the Short Fuse shipment.

Despite the shipment reverting back into the standard shipment queue it is still a Short Fuse shipment. The reason it has to revert into the standard shipment award queue is so the PPSO will be able to award it to an individual TSP. That particular function does not currently exist in the Short Fuse queue.

The DPS business rules state; The PPSO must take action to ensure the member/employee’s shipment is serviced (e.g., contact a TSP willing to accept the shipment and subsequently award that TSP the shipment in DPS, contact the member/employee to obtain alternate dates, or ship via DPM or Personally Procured Method (PPM).

The PPSO should not automatically award the next TSP the shipment. The PPSO should examine each shipment to ensure the shipment is not a Short Fuse shipment. If it is a Short Fuse shipment the PPSO should manually contact (via phone, email, or FAX) individual TSPs to locate one that is willing to accept the Short Fuse shipment and only then award them the shipment.



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If the TSP has blacked out the dates they still will populate on the TDL because they may be able to accept the shipment. That is why a TSP that has blacked out dates still shows up on the TDL for Short Fuse shipments.

The PPSO should not issue a LOW for a refusal by a TSP to accept a Short Fuse shipment because it reverted into the standard shipment queue; the TSP has an option of whether or not they can accept the Short Fuse offer without penalty.

PPCIG Managers must ensure they update their calendars in DPS so that weekends and Federal and Local overseas Holidays are not counted as business days.

Storage In Transit (SIT)

1. SIT Approval. TSPs currently have the ability in DPS to request SIT at destination under certain circumstances (non-direct delivery) and receive an auto generated SIT number. This functionality is being removed by JPMO HHGS in a future DPS release.
2. Destination SIT Preapproval. TSPs should not request Destination SIT as a Preapproval before the shipment has actually been packed, picked up, and arrived by the TSP at destination in DPS. At that point the destination PPSO can see the shipment has arrived and can select TSP requests from their shipment queue and then approve or disapprove the SIT request.

Student Travel Shipments

1. TOPS must be used for Student Travel shipments to and from the school.
2. TOPS must be used for Student Summer Storage shipments into and out of Summer Storage.

Transportation Operation Personal Property System (TOPS) Interface

Counseling and transfer of NTS or DPM shipments in DPS is in under Training. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, the transfer process of NTS and DPM to TOPS is Appendix B. Details to access TOPS via DPS with Citrix is in the TOPS User Guide. The file transfer process now occurs on an hourly basis. Depending upon the time of routing it may take up to 1.5 hours to transfer to TOPS.



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DPS Workarounds for Known System Problem Reports (SPRs)

These workarounds are the best available advice to the user until DPS is fully developed. Team Track/Tracker numbers are provided as well as the anticipated “fix” date for the DPS modification schedule.

Costing Engine Section - Workarounds

1. Problem: TSP does not see the Message from TSP Master on Open Items screen

Example: NA.

Details: DPS should display the PPSOs and TSPs messages on the Open Item Report. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, user reviews 2, then number displayed will be 3.

Workaround: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. This design solution was implemented to accommodate situations where multiple messages per line item may be required.

Team Track / Tracker Number: 5081.

Planned Fix: Sep 2010. Software Release 1.4.04.

2. Problem: TSP does not see the Message from TSP Master on Unpaid Item screen

Example: DPS should display the PPSO and TSP messages on the Unpaid Item Report.

Details: The message from TSP Master is not displaying on Unpaid Item screen. On the open item page, the new message column displays the number of messages received for the line item. As the user reviews the messages the number is refreshed. For example, number of messages is 5, User reviews 2, then number displayed will be refreshed to 3.

Workaround: TSP must click on "View/Edit." The actual message is displayed via the View/Edit link on the Open Items page. The actual message is displayed via the view. This design solution was implemented to accommodate situations where multiple messages per line item may be required.

Team Track / Tracker Number: 5082.

Planned Fix: Sep 2010. Software Release 1.4.04.



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Counseling Section - Workarounds

- Problem:** DOD Customer Counseling Requirement Not Met

Example: DPS does not recognize that the DOD Customer has reviewed and acknowledged the Service specific instructions.

Workaround: DOD Customers should revisit Service specific link. If that does not clear the problem, then the customer should contact the DPS Help Desk.

Team Track / Tracker Number: 4973.

Planned Fix: TBD.
- Problem:** DD Form 1252 and AE Form 30-3 fails to fill and print correctly (DOD Customer/Counselor User).

Example: OCONUS shipments require DD Form 1252 but it fails to fill and print properly in DPS

Workaround: The two forms now print properly with the Adobe Reader. (SPR 5381). The input of APO and FPO addresses still does not print. PPSO must use Form Flow to complete the DD Form 1252 and AE Form 30-3.

Team Track / Tracker Number: 5380

Planned Fix: TBD.
- Problem:** TDY in Conjunction with Ship Work or Renovation

Example: NA.

Details: DPS does not provide the functionality to determine the appropriate shipping entitlements for the following type of orders: TDY in connection with building, fitting out, converting or reactivating of a ship and duty aboard when commissioned.

Workaround: PPSO must verify the shipment total weight does not exceed the TDY authorization.

Team Track / Tracker Number: 1955

Planned Fix: TBD.
- Problem:** Shipments to a Known DPM Destination

Example: NA.

Details: DPS does not support this procedure.

Workaround: Use current local procedures to book these shipments.

Team Track / Tracker Numbers: None.

Planned Fix: TBD.



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Counseling Section – Workarounds (continued)

5. Problem: Local Moves Issue

Example: NA.

Details: DPS does not allow Local Moves to be picked up and delivered on the same day.

Workaround: CONUS – process Local Moves in TOPS. OCONUS - process these shipments using current local procedures.

Team Track / Tracker Number: 5614.

Planned Fix: 09/10. Software Release 1.4.04.

6. Problem: Special Solicitation Issue

Example: NA.

Details: DPS does not support use of embarkation and debarkation costs nor possess correct methodology to process Special Solicitations.

Workaround: CONUS - Process Special Solicitation in TOPS. OCONUS - process these shipments using current local procedures.

Team Track / Tracker Numbers: 5595 and 5661.

Planned Fix: FY 11.

7. Problem: Volume Move Issue

Example: NA.

Details: PPSO is unable to complete the Volume Move process, TSPs are not notified by email, and it is not possible to enter Tender numbers into DPS nor does SIT weight block support seven (7) characters, it only supports six (6).

Workaround: CONUS process Volume Moves in TOPS and OCONUS process Volume Moves IAW current local procedures.

Team Track / Tracker Numbers: 5576 and 5578.

Planned Fix: FY11.

8. Problem: Mobile Home One Time Only (MOTO) Issue

Example: NA.

Details: Carrier Bid window field names are mismatched and some are invalid in DPS.

Workaround: CONUS process MOTOs in TOPS or submit to SDDC in the required format via email or FAX.

Team Track / Tracker Number: 3765.

Planned Fix: TBD.



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Counseling Section – Workarounds (continued)

9. Problem: Non Appropriated Fund (NAF) Shipments

Example: NA.

Details: Shipments can be entered and processed in DPS for routing, booking, pickup and delivery but cannot be processed by **PowerTrack** and therefore cannot be electronically processed for payment. They must be manually paid.

Workaround: CONUS - Process shipments in TOPS. Select “Special Paying Office” and enter the financial information. Pay manually. OCONUS process shipments IAW current local procedures. Pay manually.

Team Track / Tracker Number: 5675.

Planned Fix: TBD.

10. Problem: Army and Air Force Exchange Service (AAFES) Shipments

Example: NA.

Details: Shipments cannot currently be processed in DPS.

Workaround: CONUS - Process shipments in TOPS. Select “Special Paying Office” and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures.

Team Track / Tracker Number: 5675.

Planned Fix: FY11.

Electronic Billing Section - Workarounds

1. Problem: Electronic billing and payment by Non-Appropriated Funds

Example: NA.

Details: DPS does not allow for the electronic billing and payment of Shipments funded by Non-Appropriated Funds (NAF)

Workaround: CONUS - Process shipments in TOPS. Select “Special Paying Office” and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures. Pay manually.

Team Track / Tracker Number: 5675.

Planned Fix: FY11.



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Electronic Billing Section - Workarounds (continued)

2. **Problem:** Electronic Billing and Payment not possible for AAFES Shipments
Example: NA.
Details: DPS does not allow for the electronic billing and payment of shipments funded by AAFES.
Workaround: CONUS - Process shipments in TOPS. Select “Special Paying Office” and enter the financial information. Pay manually. OCONUS – Process shipments IAW current local procedures. DPS and PowerTrack will process OCONUS to CONUS shipments only.
Team Track / Tracker Number: 5675.
Planned Fix: FY11.

3. **Problem:** The DPS Costing Engine is currently using the origin and destination Line haul factors associated to the geographic points in which the TSP bills line haul, even when the line haul ends at a SIT facility. This is not correct.
Until this is corrected, any LHS line item that reflects a Sit Location (LOC2 on Item Code LHS) in a different Service (Rate) Area than Block 18 Destination Service (Rate) Area will go into Audit exception.
Workaround: TSPs invoice should match the DPS LHS cost to avoid Audit Exception errors and then they can submit an invoice with a miscellaneous item code (negative or positive) to either reimburse the government or invoice any difference that may exist between the existing DPS cost (which may use line haul factor at a SIT warehouse) and the correct cost which should be invoiced as described above.
Team Track / Tracker Number: 5695
Planned Fix: TBD.

Invoicing Section - Workarounds

1. **Problem:** DPS does not calculate additional charges per cwt for shipments with weight greater than 23,999 pounds or with mileage greater than 3,800 miles.
Workaround: See below.
Note: When invoicing for items that are weight and mileage dependent, i.e. (210A), TSP should bill additional monies owed under MISC Item code (226A) with detailed note until further notice.
Tracker Number: 6001. **Planned Fix:** TBD.



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Quality Assurance (QA) Section - Workarounds

1. **Problem:** TSP Quality Assurance User Role is Able to File Rates
Example: TSP QA User is able to file rates. User Role Matrix shows that the QA should only be able to see rates, not file.
Workaround: Advise TSP QA User not to file rates.
Team Track / Tracker Number: 3809.
Planned Fix: Maintenance Release 1.4.03.
2. **Problem:** Allows user to choose “No Loss” and specify a Loss Amount.
Example: NA.
Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.
Workaround: QA user should leave the loss/damage field blank or enter zero if they chose "no loss/damage."
Team Track / Tracker Number: 4998.
Planned Fix: TBD.

Request For Quotes (RFQ) Section - Workarounds

1. **Problem:** Carrier Bid Window Field Names Mismatch Values (SDDC User)
Example: For a Mobile Home One Time Only (MOTO) shipment the Rates Tab and the RFQ module was selected. The MOTO item was selected for a detailed view. Carrier Bids were selected from the Actions pull down menu. The window appeared with the middle panel containing field names such as 'User Defined' and the field value is the RFQ id of 583. None of the Field Names match the field values; Most of the field names are invalid.
Workaround: MOTO shipments will be processed in TOPS.
Team Track / Tracker Number: 3765.
Planned Fix: TBD.



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Request For Quotes (RFQ) Section - Workarounds (continued)

2. Problem: Origin State Name and Destination State Name is Null
Example: NA.
Details: Origin State Name and Destination State Name is Null in Award Lane window.
Workaround: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.
Team Track / Tracker Number: Unknown.
Planned Fix: TBD.
3. Problem: BidLinx Run time Error in iHHG and iUB
Example: NA.
Details: BidLinx Run time Error occurs in iHHG and iUB.
Workaround: No work around needed; user needs to allow system time to complete import.
Team Track / Tracker Number: 4193.
Planned Fix: TBD.

Reference Data Management Section – Workarounds

No current issues or workarounds.

Reports & Documentation Section - Workarounds

1. Problem: Missing Download links in DPS Analytics (TSP User)
Example: There is no download link for DPS Analytics.
Workaround: Workaround is to export desired report as an html or PDF document or to cut/paste into an Excel spreadsheet.
Team Track / Tracker Number: 5253.
Planned Fix: TBD.
2. Problem: Mobile Home One Time Only (MOTO) E-Mail Award Notification Issued after Pick up Date
Example: NA.
Details: TSP Master for INVA received a MOTO Award Notification on June 28, 2007 3:57 PM. The shipment pickup date is listed in the message as Tue Jun 26 00:00:00 GMT 2007. The e-mail message was two days late and the shipment was



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not in the Current RFQ queue for the TSP. The pickup date on the RFQ detail for RFQ id/DOD OTO Number is 06/26/2007 and Delivery Date is 07/26/2007.

Workaround: MOTO shipments will be processed in TOPS.

Team Track / Tracker Number: 3836.

Planned Fix: FY 11.

3. Problem: Storage In Transit (SIT) Tab in Excel Analytics Does Not Display All Shipments

Example: NA.

Details: SIT Tab in Excel Analytics does not display all shipments placed in the SIT Section at the bottom of form.

Workaround: User should use SIT data in DPS Shipment Management in lieu of Analytics.

Team Track / Tracker Number: 5363.

Planned Fix: TBD.

Shipment Management Section - Workarounds

1. Problem: Excess Costs Computation is Not Correct

Example: NA.

Details: Excess Costs computation is not correct.

Workaround: If counselor knows that any of the following conditions exist, then process the shipment(s) in TOPS and advise customer of possible excess costs:

Multiple (CONUS to CONUS) shipments to/from same origin to same destination, excess distance shipments, and alternate location shipments. Note: Currently DPS calculates Excess Costs for excess weight only.

Team Track / Tracker Number: 255 and 5237.

Planned Fix: FY11.



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Shipment Management Section - Workarounds (continued)

2. **Problem:** Shipment Container Count Erroneously Incremented

Example: NA.

Details: Enter DPS as a TSP and from the Outbound Shipments display select Enter Pickup. Enter info and select Submit Weights button. From the Shipment Pickup display fill in Pack/Pickup Dates, fill in Number of Containers (2) and select Submit Pickup Info button. From the Shipment Container Information display select Back button. Shipment Pickup information previously entered is not maintained. User must reenter data. Reenter info and (2) number of containers. Select Submit Pickup info button. Shipment Container Information displays (4) containers when shipment really only has (2) containers.

Workaround: Contact the DPS Help Desk for assistance.

Team Track / Tracker Number: 4983.

Planned Fix: TBD.

3. **Problem:** GBL Correction Notice, SF 1200

Example: NA.

Workaround: Below are the steps to generate a Government Bill of Lading (GBL) Correction Notice, SF 1200, in DPS:

- PPSO should query for the GBL from their location using the “Find Shipments” button in the Shipment Management Tab.
- Click on “View / Edit” to access the shipment details.
- Scroll down to the Location information and click on “Edit” Location for the pickup. Put a period (.) at the end of the Street Address. Click on “Update Location.” This will show in Block 12 of the Correction Notice when completed. This period (.) will trigger DPS to generate a GBL Correction Notice. Then, return to the “View / Edit” screen where you will find the “Generate GBL Correction” button. Click this button.
- Enter in block labeled “GBL Authority for Correction.” (DoD45009-R)
- Enter in block labeled “GBL Additional Remarks” the information desired to be reflected in the Correction Notice. This is a change from normal TOPS GBL Correction Notice procedures as it is the only place the new information can be displayed is in Block 14 Remarks Section.
- Hit the “Update” button.
- The created SF1200 should now be visible and Block 14 will reflect the reason you entered for creating the Correction Notice.
-



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Shipment Management Section – Workarounds (continued)

- TSPs can now access the GBL Correction Notice in their Shipment Management Queue under “Shipment Requests/Corrections.”

Team Track / Tracker Number: 5514.

Planned Fix: FY11.

4. Problem: Outbound - Shipment Management, Awarding shipments

Example: NA.

Details: Booking clerk hits the submit button to award a shipment and nothing immediately happens.

Workaround: Sometimes DPS reacts slowly. Booking clerks should only hit the submit button ONE time when booking a shipment. The system "remembers" each time the submit button is hit and will send out the shipment to the TSP or to multiple TSPs for Short Fused (Short Notice) shipments as many times as the button is pressed.

Team Track / Tracker Number: None.

Planned Fix: TBD.

5. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS.

Example: When the correct port of entry is entered (which is often not in the same country as the diversion takes place) the system will generate a termination of the inbound GBL and the PPSO is forced to rebook the shipment with a new GBL to the new destination. If the inbound TSP is not available for selection, then the PPSO is forced to pick a different TSP. Then DPS will generate a Termination Notice.

Details: Inbound shipment to WKAS. It was a Code 4 with an original destination of Wiesbaden, Germany. Customer received new orders to Hohenfels, Germany. The Diversion point is the port of Antwerp, Belgium.

Workaround One: To do a SFR reduction for nonperformance of the packing (since the shipment is already packed, crated, and containerized), the PPSO must edit the local delivery address. This will trigger DPS to generate a GBL Correction Notice (SF1200). The PPSO must indicate in block 14 the value of the reduction per 100 lbs.

Workaround Two: For shipments diverted within the same rate area, the PPSO can just edit the destination address in View/Edit which will trigger a SF 1200 GBL Correction Notice. This will change the GBL block 18 from the old to the new destination. This way the TSP remains the same, there is no need for a reduction due to non-performance of services, and the TSP is notified by a SF 1200.

Team Track / Tracker Number: None. Planned Fix: TBD.



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Shipment Management Section - Workarounds (continued)

6. Problem: Determining APOD / APOE on the Transportation Control Movement Document (TCMD) DD Form 1384
Example: NA.
Details: DPS lists all the APOEs / APODs worldwide on the drop down menu, not just those associated with the origin and destination PPSO.
Workaround: Specific details on the preparation and usage of APOD/APOEs on the TCMD for code 4, 5, J, and T can be found on the SDDC website under International Rate Solicitation. Select I - 22. Chapter XIII, Aerial and Surface Ports.
Team Track / Tracker Number: None.
Planned Fix: TBD.

7. Problem: A shipment is Misconsigned within CONUS.
Example: NA.
Details: When a shipment has been misconsigned through PPPO/PPSO error and it arrives at the incorrect but government directed destination it can be moved to the final (and correct) destination.
Workaround: Once the correct Destination and Delivery Address is known the PPSO determines if the TSP with the shipment has Rates to that correct Destination. If so then the Delivery Address and State is entered into DPS on the Street Address line. The PPSO will not be able to change the State, however the complete Delivery Address on the Street Address line will enable the TSP to file their Invoice for the move. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the misconsigned Destination to allow the original TSP to be paid and the shipment must be rebooked in TOPS to the correct Destination.
Team Track / Tracker Number: TBD
Planned Fix: TBD

Technical Section & User Management Section - Workarounds

None identified.



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“Resolved” Known System Problem Reports (SPRs)

This section contains DPS Problems that have been identified and resolved. The date the problem was “resolved” by the Developer through modification patches to the DPS software is also annotated. Each resolved problem has the original workaround listed and can be employed if the user encounters a similar problem.

Claims Section – Resolved Problems

- 1. Problem:** Claims offer – rounded monetary amount
Example: DPS displays \$23.00 instead of user input \$22.89.
Details: In the Claims module, for example if an input of \$49.88 is made and saved, and the user goes back in to view and the amount of offer was rounded up to \$50.00.
Workaround: TSP and/or Service member will have to upload and/or read attachments that indicate offer/counteroffer amounts.
Team Track / Tracker Number: 5289
Fixed: 23 Jan 2009
- 2. Problem:** Tracking Error
Example: NA
Details: When attempting to track a specific shipment and clicked on correct GBL in invoicing, user receives an error message.
Workaround: User should attempt to click on another tab and then return. User can also try to log out and log back in. If problem persists, contact the DPS Help Desk at sddc.safb.dpshd@us.army.mil and obtain a ticket number.
Team Track / Tracker Number: 5291
Fixed: 28 Jan 2009.
- 3. Problem:** DOD Customer is unable to Print the Loss/Damage Form
Example: DOD Customer created a Loss/Damage Report and in the process did not see a Print button.
Workaround: DOD Customer can receive a hard copy Loss/Damage form from the responsible TSP upon request. The DOD Customer can also print a Loss/Damage form from DPS by copying the screen or by using the “Print Screen” function.
Team Track / Tracker Number: 5040
Fixed: 10 Mar 2009.



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Claims Section – Resolved Problems (continued)

4. Problem: TSP does not receive email notification that a customer has filed a Claim

Example: A customer filed a claim and the TSP was not advised of this action by email notification.

Workaround: The TSP must manually monitor their Claims queue each day and also monitor their CSS queue to determine if a customer intends to file a claim.

Team Track / Tracker Number: 4355

Fixed: 27 Apr 2009.

Costing Engine Section Issues – Resolved Problems

1. Problem: Item Code 521F– DPS underrated DAYCOS

Example: NA

Details: Item Code 521F. DPS underrated DAYCOS. DPS displays the line haul table rate for miles of 81-90 for weight of 100 to 999# to be 10.45. DPS billed 81 miles. The rate in applicable line haul rate tables of 10.45 is greater than 9.99 for local delivery so 10.45 apply.

Workaround: TSP must submit a supplemental invoice as a Miscellaneous Charge to make up the difference.

Team Track / Tracker Number: 5071

Fixed: 04 Mar 2009.

Counseling Section Issues – Resolved Problems

1. Problem: No Customer Satisfaction Surveys on DOD Customer Home Page

Example: NA

Details: Created short-fuse shipments and delivered them same day. Logged in as DOD Customer and was unable to see shipments that were delivered.

Workaround: Contact DPS Help Desk for assistance.

Team Track / Tracker Number: 4460

Fixed: 26 Jan 2009.



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Counseling Section Issues – Resolved Problems (continued)

2. **Problem:** Error in creating customer profile
Example: NA
Details: When trying to create a new shipment as an Air Force member, user could not create a Customer Profile.
Workaround: Try clicking on another tab and coming back. User can also try to log out and log back in. If problem persists, enter a ticket number with the DPS Help Desk at Sddc.safb.dpshd@us.army.mil to correct.
Team Track / Tracker Number: 5193. **Fixed:** 26 Jan 2009.
3. **Problem:** Counseling Tab not responsive
Example: NA
Details: Click the counseling tab Attach 5d, Part 2: Creating a profile, Step #8. When clicking on the counseling tab after verifying USMC service specific information, I was not able to click on another tab then click on the counseling tab again to gain access.
Workaround: Try clicking on another tab and coming back. User can also try to log out and log back in. If problem persists, enter a ticket number with the Sddc.safb.dpshd@us.army.mil to correct.
Team Track / Tracker Number: 5214. **Fixed:** 26 Jan 2009.
4. **Problem:** Shipments To or From Alaska
Example: NA
Details: Water ports and EIN for US Coast Guard personnel are not functioning in DPS.
Workaround: Process shipments to and from Alaska IAW current local procedures.
Team Track / Tracker Numbers: 5569 and 5583. **Fixed:** 27 Mar 2009.
5. **Problem:** Non Temporary Storage (NTS) Issue
Example: NA
Details: TOPS and DPS data fields are not 100% compatible, therefore, the data transfer is not seamless, nor is it complete.
Workaround: CONUS - Process these shipments in TOPS. OCONUS - process these shipments using current local procedures.
Team Track / Tracker Number: 5571
Fixed: 12 Jun 09.



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Counseling Section Issues – Resolved Problems (continued)

6. **Problem:** CONUS to OCONUS city selection (DOD Customer / Counselor User)
Example: DOD Customer/Counselor cannot change from CONUS to OCONUS and repeat selection of a city after getting the "No City found..." message. The "No City found..." message is not cleared, even after the user clicks the Cancel button.
Workaround: DOD Customer / Counselor needs to Tab back (using the "Back" button at the bottom of each DPS screen) to the previous page then tab forward (using the "Next" button at the bottom of the DPS screen), select CONUS or OCONUS as desired, and reenter the first four letters of the desired city.
Team Track / Tracker Number: 4712. **Fixed:** Software Release 1.3.05.
7. **Problem:** Address Disappears (DOD Customer/Counselor User)
Example: Address entry disappears from screen.
Workaround: Workaround is for DOD Customer/Counselor to login again, and reenter the address. If not corrected the user should contact the DPS Help Desk.
Team Track / Tracker Number: 5057.
Fixed: Software Release 1.3.05.
8. **Problem:** Alaska: Channel for the selected pickup and delivery loc could not be found.
Details:
- User logged into DPS as PPSO Outbound Supervisor (MBFL)
 - Clicked on Counseling tab
 - Clicked on Create an Order
 - Entered DOD Customer SSN and Clicked Search
 - Clicked on Create an order for this person
 - Proceeded to create an order and shipment
 - On Pick Up and Delivery screen, inputted pick up address = Anchorage, AK (CONUS address) and delivery address = Baumholder, Germany. Received validation error: "Channel for the selected pickup and delivery location could not be found."
 - Changed pick up address to Anchorage, United States (OCONUS address). No change to delivery address.
 - Changed pick up address back to original Anchorage, AK (CONUS address). No change to delivery address. No validation error.
- Workaround:** Process all shipments to and from Alaska in TOPS.
Team Track / Tracker Number: 5254. **Fixed:** Software Release 1.3.05.



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Counseling Section Issues – Resolved Problems (continued)

9. Problem: Personally Procured Move (PPM) Issue
Example: NA.
Details: DPS does not support PPM because of Low Cost vs. BVS calculations.
Workaround: Process PPM shipments in TOPS.
Team Track / Tracker Number: 5567.
Fixed: 04/10. (Software Release 1.4.01).
10. Problem: One Time Only (OTO) Shipments
Example: NA.
Details: BVS calculations for OTOs are incorrect.
Workaround: CONUS process OTOs in TOPS and OCONUS submit to SDDC in the required format via email or FAX.
Team Track / Tracker Number: 5304.
Fixed: 04/10. (Software Release 1.4.01).
11. Problem: Boat One Time Only (BOTO) Issue
Example: NA.
Details: Remarks are not transferring properly in DPS and creates inability to use the RFQ module. Additionally, the RFQ module is missing critical information.
Workaround: CONUS process BOTOs in TOPS or submit to SDDC in the required format via email or FAX.
Team Track / Tracker Numbers: 5580.
Fixed: 04/10. (Software. Release 1.4.01).

Electronic Billing Section Issues – Resolved Problems

1. Problem: TSP Billing Representative unable to print GBL
Example: NA
Details: TSP Billing Representative unable to print GBL (Form SF1203)
Workaround: Workaround is for the TSP user to provide the GBL, if needed, or to contact the DPS Help Desk if further assistance is required.
Team Track / Tracker Number: 5164. Fixed: 03 Feb 2009.



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Quality Assurance (QA) Section Issues – Resolved Problems

1. **Problem:** PPSO Quality Assurance Market suspension
Example: Quality Assurance Market suspension needs to be restricted to the “market out of the GBLOC.” Currently DPS suspension due to a shipment refusal suspends a TSP for the entire worldwide market for the type shipment in which the refusal occurred (dHHG, iHHG, or iUB). Suspension due to shipment refusal should occur in the market and only the market associated to the GBLOC in which the refusal occurred. RTM 67.7c reads, if a TSP refuses a shipment DPS shall notify TSP from the appropriate market and indicate the length of the inactivation in days.
Workaround: PPSO shall not use suspensions for shipment refusals until advised. If TSPs refuse shipments, PPSO shall document the refusal and contact HQ SDDC with the information and/or the DPSHelpdesk to obtain a trouble ticket.
Team Track / Tracker Number: 5011.
Fixed: 10 Mar 2009.

Request For Quotes (RFQ) Section Issues – Resolved Problems

1. **Problem:** TSP Did Not Receive Notification of Special Solicitation Award
Example: NA
Details: Uploaded Bulk Rate in Round 2 for Special Solicitation International channel from GR to all US Destination areas and from all US Origin areas to GR. Rates were uploaded successfully. When I archived the Round 2 for Special Solicitation, the rates were available for me to view. According to Req. 82.f, "For special solicitations, DPS will notify the Primary and the Alternate TSPs of the award." However I did not receive any notification of the award.
Workaround: No work around needed; user needs to allow system time to complete import.
Team Track / Tracker Number: 4400; **Fixed:** 27 Mar 2009.
2. **Problem:** Cron Job did not run
Example: NA
Details: Cron Job did not run
Workaround: Workaround is for user to contact the DPS Help Desk.
Team Track / Tracker Number: 5285. **Fixed:** 05 Feb 2009.



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Request For Quotes (RFQ) Section Issues – Resolved Problems (continued)

3. Problem: International One Time Only (OTO) Routing (TSP User)
Example: TSP must be able to provide routing to SDDC when bidding on all international One Time Only (OTO) and Boat One Time Only (BOTO). SDDC needs this information when awarding.
Workaround: SDDC must contact the TSP to determine the routing for all OTO shipments. All OTOs should be booked in TOPS or through SDDC via FAX.
Team Track / Tracker Number: 5580.
Planned Fix: 04/10. (Software Release 1.4.01).
4. Problem: TSP SCAC Received Erroneous Email Rejection Notices
Example: TSP SCAC received email rejection notices after rates were processed and filed by DPS.
Workaround: Workaround is that TSPs must ensure they are eligible in Qualifications prior to rate filing.
Team Track / Tracker Number: 3827.
Planned Fix: Closed: 06/07/2010.

Reference Data Management Section Issues - Resolved

1. Problem: Storage In Transit (SIT) Facility Information Updates
Example: NA
Details: RSMOs are unable to update SIT facility information.
Workaround: The Help Desk provides Field Input to SRA who will input the data into DPS until the appropriate RSMO has the capability to update SIT facility information.
Team Track / Tracker Number: 3406 and 5204
Fixed: 15 May 09.
1. Problem: PPCIG Java Error
Example: NA.
Details: User receives a Java error in the PPCIG module when they try to generate a list of all international GBLOCs.
Workaround: User must query International GBLOCs by individual country instead of by a comprehensive OCONUS list.
Team Track / Tracker Number: 5073. Closed: 06/07/2010.



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Reports & Documentation Section Issues – Resolved Problems

1. Problem: SIT Tab in Excel Analytics Does Not Display All Shipments (TSP/PPSO User)
Example: SIT Tab in Excel Analytics does not display all the shipments placed in the SIT Section.
Workaround: TSP/PPSO User should use the SIT shipment data in DPS Shipment Management in lieu of Analytics.
Team Track / Tracker Number: 5329
Fixed: 31 Mar 2009.

Shipment Management Section Issues – Resolved Problems

1. Problem: iSDDC Tab Not Found
Example: NA
Details: iSDDC tab -- Logged in as the Transportation Officer. Clicked on the iSDDC tab and received the following error: NOT FOUND
Workaround: iSDDC will not be available. Historical data will be available in your work queue or using DPS analytics.
Team Track / Tracker Number: 3751
Fixed: 26 Jan 2009.
2. Problem: Queue Counts Incorrect
Example: NA
Details: Signed in as TSP Master. Went to shipment management. Queue showed one short fuse. Selected short-fuse offer queue. No shipments listed. TSP queue also shows two Customer requests. Selected Customer Requests. List shows one request. Impact: User cannot see requests for which they have to take action.
Workaround: Contact DPS Help Desk for assistance.
Team Track / Tracker Number: 5087
Fixed: 27 Jan 2009.



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Shipment Management Section Issues – Resolved Problems

3. Problem: SIT Date Out Revisions Aren't Saved

Example: NA

Details: I entered the SIT Out Date incorrectly and needed to revise the SIT Out Date. I changed the date in the SIT Out Section and submitted the update. The updated information did not display on the View/Edit Shipment Information screen.

Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.

Team Track / Tracker Number: 5277

Fixed: 03 Mar 2009.

1. Problem: Pre-approval selections reset (PPSO User)

Example: NA

Details: When you click on the Submit Approvals button, the item you approved is still pending because your dropdown selection was lost.

Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.

Team Track / Tracker Number: 5279

Fixed: 03 Mar 2009.

2. Problem: SIT Date Out Revisions Are not Saved (PPSO and TSP User)

Example: SIT Out Date is incorrect and must be edited. Upon correction the updated information does not display on the View/Edit Shipment Information screen.

Workaround: Use the corrected SIT out date displayed instead of the one in the "View/edit" screen.

Team Track / Tracker Number: 5277

Fixed: 03 Mar 2009.

3. Problem: Pre-approval selections reset (PPSO User)

Example: When the PPSO clicks on the Submit Approvals button, the item approved is still pending because the dropdown selection was lost.

Workaround: TSP can still invoice for the items even though they have not been pre approved. Contact the DPS Help Desk for assistance.

Team Track / Tracker Number: 5279

Fixed: 03 Mar 2009.



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Shipment Management Section Issues – Resolved Problems (continued)

4. **Problem:** Release from SIT at origin, missing or incorrect RDD
Example: NA
Details: When a shipment was released from SIT at origin, received the GBL Correction Notice. The Correction Notice did not provide the transit time to destination, just the Release Date. Additionally, a new RDD was not generated in the outbound screen and the inbound screen shows “RDD Exceeded” which could generate a Warning Letter or TSP Suspension.
Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL Correction Notice.
Team Track / Tracker Number: 5274
Fixed: 1 Jun 2009.
5. **Problem:** PPSO Release from SIT at origin
Example: When a shipment is released from SIT at origin, a GBL Correction Notice (SF 1200) is generated. The Correction Notice does not provide the transit time to destination, just the release date. Additionally, a new RDD is not generated in the Outbound screen and the Inbound screen of the destination PPSO will show “RDD Exceeded” which could generate a warning or suspension action.
Workaround: PPSO must go back to the "View/edit" screen to update dates and generate another GBL correction with the correct transit time.
Team Track / Tracker Number: 5274
Fixed: 19 May 2009.
6. **Problem:** Additional Location Issue
Example: NA.
Details: Opened Shipment Management, selected TSP Request queue. Clicked on “Add Location” link. Clicked on “Submit” button. Shipment not removed from request list. Submitted again. Queue displayed. Request still in queue. User queue will become clogged with requests that should be disappearing.
Workaround: Contact the DPS Help Desk for assistance.
Team Track / Tracker Number: 5227.
Fixed: 11/09. (Software Release 1.3.05)



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Shipment Management Section Issues – Resolved Problems

1. **Problem:** Origin Shipping Agent able to perform Destination Shipping Agent Functions
Example: NA.
Details: Origin Shipping Agent is able to perform destination Shipping Agent functions without being listed as the Destination Shipping Agent.
Workaround: Shipping Agent will have to check the "View / Edit" details in each shipment to see if they are selected as the agent for "origin," "destination," or "both."
Team Track / Tracker Number: 5267. **Fixed:** 04/10. (Software Release 1.4.01)

2. **Problem:** Unable to route shipment due to estimate cost error
Description: When routing a COS D shipment to/from AK, DPS displays "Error: unable to determine estimated cost" in the Estimated Cost column.
Workaround:
Note: DPS does not show an estimated cost when the mileage is over 3800 miles. Even though DPS is unable to determine the estimated cost in Shipment Mgmt, DPS does not prohibit a PPSO from routing the shipment. PPSOs and TSPs are able to route, award, pickup, place into SIT, and deliver COS D AK shipments.
Team Track / Tracker Number: 5656
Fixed: 04/10. (Software Release 1.4.01)

8. **Problem:** Choosing a Transportation Service Provider (TSP) SCAC (TSP User)
Example: Before forms can be printed a TSP SCAC must be selected. After selection of the TSP SCAC, DPS does not update and retain the info.
Workaround: User must first select a SCAC before printing forms.
Note: Shipping agent will not see any records unless they are BOTH associated to the TSP and the TSP has selected them on a per shipment basis as the origin or destination Shipping Agent.
Team Track / Tracker Number: 5276.
Fixed: 06/14/2010.



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Shipment Management Section Issues – Resolved Problems

9. **Problem:** Customer able to edit Pack Dates on Shipment that has been Arrived at Destination
Example: NA.
Details: Logged in as Customer: Clicked on Shipment Management Tab. Clicked on Manage Shipments. Clicked on Shipment (s) and Status. Clicked on View-Edit. Clicked on Edit Dates. Input new Actual Pack and Pickup dates. Clicked update actual dates. The customer was able to update their pack and pickup dates on a shipment that has already arrived to destination and is in SIT.
Workaround: Contact the DPS Help Desk.
Team Track / Tracker Number: 5196. **Fixed:** 05/05/2010.
10. **Problem:** Printing Forms after choosing a TSP SCAC
Details: Before you can select print forms you must select a TSP SCAC. After you select SCAC, DPS is not updating and retaining the info.
Workaround: User must first select a SCAC before printing forms. Note: Shipping agent will not see any records unless they are BOTH associated to the TSP AND the TSP has selected them on a per shipment basis as the origin or destination shipping agent.
Team Track / Tracker Number: 5276. **Fixed:** 06/14/2010.
11. **Problem:** Shipment SIT Data Disappears from DPS.
Example: Today is 01 March. The shipment went into SIT on 23 February. Today the PPSO notes the SIT data has disappeared. Once the shipment has been reset by the Developer through a HDT the PPSO edits the date from today (01 March) to reflect 23 February, the ORIGINAL date the shipment arrived and was placed into SIT.
Details: SIT Data for Arrived shipment disappears from DPS after the shipment has been properly “Arrived” and placed into SIT.
Workaround: The PPSO must contact the DPS Help Desk and initiate a Help Desk Ticket (HDT) requesting that the shipment status be reset to “Arrive.” The date will automatically be set to the date that this action takes place. When the shipment status is reset to “Arrive” the PPSO must first edit the Arrival date to the original Arrival date before attempting to enter the SIT dates then the information will no longer be in the past.
Team Track / Tracker Number: 6045. **Fixed:** 04/06/2010.



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Technical Section Issues – Resolved Problems

1. Problem: TOPS Unpopulated Fields

Example: NA

Details: When TOPS receives the DPS Shipment file, the Authorized Origin City, Authorized Origin ZIP/APO/FPO, Authorized Destination City, County, State, ZIP/APO/FPO and Country and Weight Entitlement are not populated.

Workaround: PPSO needs to manually input data into TOPS.

Team Track / Tracker Number: 4955

Fixed: 01 Feb 2009.

User Management Section Issues – Resolved Problems

1. Problem: ETA Provides Bad Error Message to Coast Guard Users

Example: NA

Details: ETA provides an incorrect error message to Coast Guard Users that attempt to enter a 9 digit SSN vice a 7 digit EIN. If a Coast Guard member enters a 9 digit SSN instead of a 7 digit EIN, they receive an error message that states: “Invalid SSN/EIN Please use only numeric characters.” However, in the test case, all of the characters entered were numeric “660660660.” The Error message should probably indicate: “Invalid EIN” Please use 7 numeric characters only.

Workaround: PPSO should advise USCG customers to use 7-digit EIN.

Team Track / Tracker Number: 3826

Fixed: 23 Jan 2009.



Retired “Helpful Hints.”

This section contains Helpful Hints that are no longer applicable due to their inclusion within software maintenance patches to DPS.

BLUE BARK Shipments

Because of the sensitivity of Blue Bark shipments, extra caution must be exercised in handling them and in ensuring that the shipment process does nothing to cause anguish or pain to the surviving family members from the initial counseling through shipment delivery. Currently, Blue Bark shipments should be processed in TOPS however, if a Blue Bark shipment is accidentally processed in DPS the following procedures should be followed:

- a. The PPSOs and PPPOs will put the words BLUE BARK after the member's FIRST name in ALL capital letters as above. This will display the word BLUE BARK throughout ALL of the DPS and TSP's screens. The word BLUE BARK will also appear on all shipment documents.
- b. PPSOs and PPPOs should ensure with BLUE BARK shipments that the Survivor Assistance Officer's (SAO) Email address is correct and entered into the Customers Information screen. On the Point of Contact (POC) screen during Counseling the PPSOs and PPPO should ensure to add a POC for destination as well. Doing this will allow the user the ability to select Releasing & Receiving agents on the Pickup and Delivery screen. This will also allow the TSP to view this information.

If the shipment is a Blue Bark, the TSP should contact the Survivor Assistance Officer (SAO) (at Origin) and at Destination or/also contact the PPSO in block 25 of the GBL. The TSP should NOT contact the family members.



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